

School of Health and Medical Sciences
Marketing & External Relations/Admissions
Admissions Administrator
Ref: 953-26

JOB DESCRIPTION

Post Title	Admissions Administrator
Grade	CSG 4
Contract type	Fixed Term until 31 July 2026
Responsible to	Admissions Manager (Interviews)
Accountable to	Head of Admissions
Responsible for	N/A
Liaises with	<ul style="list-style-type: none"> Applicants, parents/guardian, advisors Admissions team and wider Marketing & External Relations teams Admissions Tutors

Overall purpose of job

The Admissions Administrator is responsible for a range of administrative tasks concerned with the selection and admission of undergraduate and postgraduate students to programmes delivered on the Tooting campus, with a particular focus on the organisation, implementation and development of Multiple Mini Interviews. Whilst supervision is provided, the ability to work independently and demonstrate initiative is expected. The post also provides administrative support to the Admissions team.

The post holder will work as part of the Marketing & External Relations directorate, and liaise closely with the Admissions Tutors, others in the Admissions team and Student Recruitment colleagues. The post holder will provide a front-line service for applicants, arrange and run the interviews themselves, and support the process of making offers to applicants

1. Main Duties and Responsibilities

The role focuses on four key areas:

- **Applicant Experience:** Provide a professional, welcoming and streamlined interview experience for our applicants, to drive conversion and increase recruitment.
- **Remote Interview Delivery:** Utilise remote interview platforms to ensure a seamless and accessible experience for international applicants.
- **Collaboration and Training:** Collaborate with various stakeholders to train interviewers, ensuring consistency and professionalism in interview practices.
- **Admissions Support:** Contribute to our continued focus on customer service, by supporting applicants through the application process over the phone and by email.

Please see further information about the specific duties associated with the role below.

Applicant Interviews

- Work collaboratively with the Admissions Manager (Interviews) to develop the interview schedule each year, taking into consideration course preferences, room availability, and projected interview numbers.
- Assist the Admissions Manager (Interviews) with the booking of interview rooms, purchasing of branded collateral and refreshments, and printing of interviewer guidance.
- Set up and maintain interview question banks for all courses on the interview marking software (Qpercom).
- On the day of the MMI, guide applicants through the interview process, providing briefings and information about wrap-around activities.
- Lead on the running of the interview days, with the support of student ambassadors and invigilators.
- Collate and process interview scores and recommended decisions, using the Qpercom software, Excel and OneDrive.
- Assist with the delivery of interviewer training.
- Contribute to ongoing development of future interview methods by exploring/adapting our current format further to facilitate for blended/hybrid interviews and talks.



General Admissions Duties

- Provide a professional and personable service to our applicants, both over the phone and over email.
- Assist with various administrative duties across the team, including processing of decisions on the student records system (SITS).
- Maintain applicant and student records on the student records database (SITS)
- Provide interview scores and feedback for Freedom of Information requests.
- Order stationery and resources for the Admissions team.

Enquiries

- Handle telephone and written enquiries from applicants about studying on relevant CSGUL programmes and applying to City St George's University of London
- Reply to written enquiries using a bank of standardised email templates.
- Compose replies to non-standard enquiries.

Student Recruitment

- Liaise with the course enquiries team to ensure that advice and guidance offered as part of the applicant process is up to date.

General Duties

- Assist with various processes during the Confirmation and Clearing period of July to September.
- Support the team with processes associated with the enrolment of new students and contribute to the running of the enrolment hub in August and September.
- Undertake other duties as may be assigned by the Admissions Manager (Interviews) or Head of Admissions from time to time in the light of changing circumstances and requirements.

It is expected that staff working with St George's School of Health and Medical Sciences, will be involved in our mentoring and tutoring activities, as appropriate, as well as supporting admissions, student recruitment and access and widening participation activities (MMI interviews, Open Days, school visits, clearing etc) where applicable. All academic staff are expected to act as a personal tutor.

You are also expected to undertake other activities appropriate to your grade as directed by your manager. This job description reflects the present requirements of the post. As duties and responsibilities change, the job description will be reviewed and amended in consultation with the post holder from time to time. City St George's, University of London



aims to provide opportunities for all its employees to develop the skills required to be successful in their role and to further develop their careers.

St George's School of Health & Medical Sciences, University of London, is committed to the San Francisco Declaration on Research Assessment (DORA) principles.

2. Nature and Scope of Job

A fantastic opportunity for an Administrator looking to move into events, or Higher Education, the Admissions Administrator will work closely with the Admissions Team to provide St George's with a robust and fair admissions service. The Admissions team sits within the Marketing, Student Recruitment & Admissions directorate, and has a close working relationship with several other departments, including course teams and Registry teams. St George's small and specialist nature allows for collaboration across the whole applicant experience, from enquiry to enrolment.

3. Special Factors

During the months of August and September, the post holder is expected to:

- Work on-site.
- Work increased hours, including weekends. Weekend work will be remunerated with time off in lieu.
- Adhere to a team-wide annual leave freeze.

During the rest of the year, the post holder is expected to:

- Work on-site when on-site interviews are taking place.
- Work on-site at least 60% of their working week when on-site interviews are not taking place



Person Specification

Criteria	Description	Essential/ Desirable	How it is to be tested
Qualifications	A- Levels or equivalent	E	AF
Experience	Demonstrable experience within an administrative role	D	AF, INT
	Experience of organising events	E	SS1, INT
Knowledge/ Skills	Ability to work as part of a team, and on own initiative	E	SS2, INT
	Excellent oral and written communications skills	E	ST, INT
	Organisational ability. Excellent time management skills and the ability to prioritise workload.	E	SS3, ST, INT
	Competence in Microsoft Word, Excel and PowerPoint	E	ST, INT
	Familiarity with SITS student record system	D	AF, INT
Personal Attributes	Professional and approachable. An empathetic and friendly approach to staff, students and applicants.	E	SS4, INT
	Systematic and logical, with high attention to detail	E	ST, INT
	Highly motivated, proactive and flexible. Able and willing to multi-task.	E	AF, INT

	Able to remain calm in stressful situations	E	SS5, INT
	Strict adherence to rules of confidentiality and data protection	E	INT
	Demonstrable commitment to embedding practices which embrace diversity and promote equality of opportunity	E	AF, INT

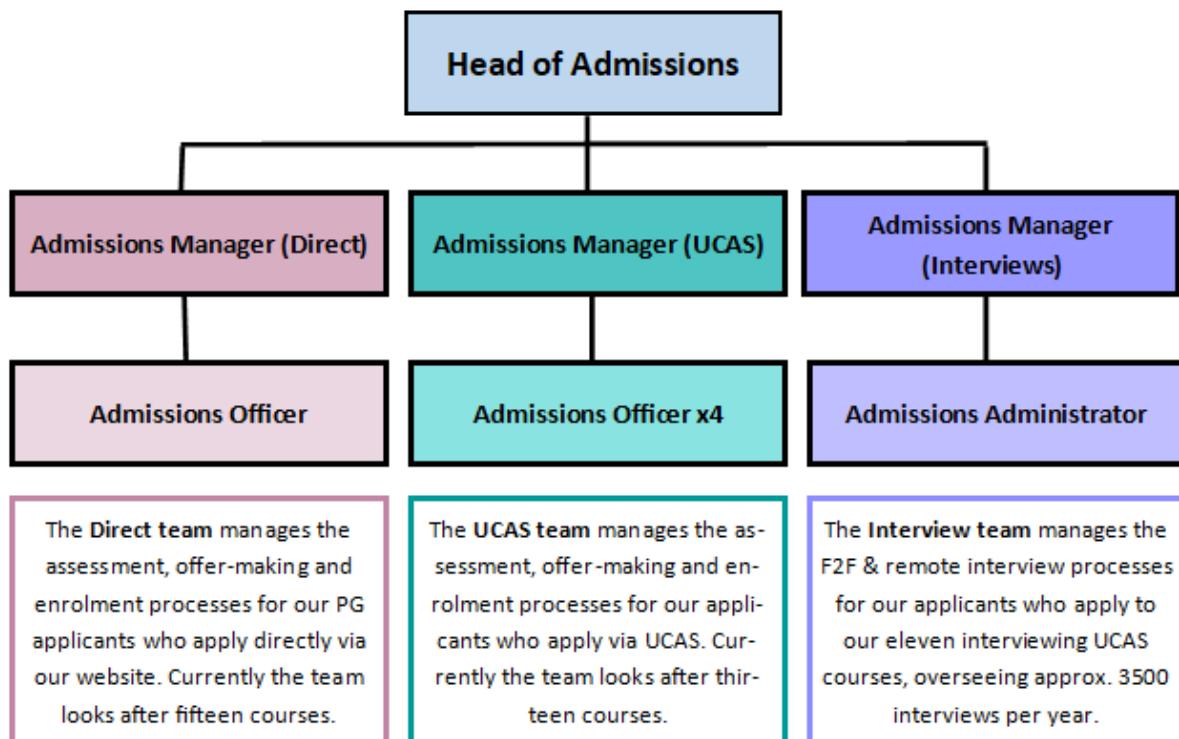
Key:

PQ=Prerequisite Qualification, AF=Application Form, CV=Curriculum Vitae,
 SS=Selection/Supporting Statements, ST=Selection Test/Presentation, INT=Interview

Note: Elements marked SS (Supporting Statements) in the Person Specification will be highlighted in Step 6 (Supporting Statements) on the online application form. Applicants' answers to Step 6 are an essential part of the selection process. Applicants should write individual supporting statements to demonstrate how their qualifications, experience, skills and training fit each of the elements highlighted in this section.

Applicants should address other elements of the Person Specification in Step 7 (Additional Information). Shortlisting will be based on applicants' responses to Step 6 **and** Step 7. Therefore, applicants should complete both sections as fully as possible on the online application form.

4. Organisation chart



5. Date

Reviewed December 2025

About City St George's, University of London

City St George's, University of London is the University of business, practice and the professions.

City St George's attracts around 27,000 students from more than 150 countries.

Our academic range is broadly-based with world-leading strengths in business; law; health and medical sciences; mathematics; computer science; engineering; social sciences; and the arts including journalism, dance and music.

In August 2024, City, University of London merged with St George's, University of London creating a powerful multi-faculty institution. The combined university is now one of the largest suppliers of the health workforce in the capital, as well as one of the largest higher education destinations for London students.

City St George's campuses are spread across London in Clerkenwell, Moorgate and Tooting, where we share a clinical environment with a major London teaching hospital.

Our students are at the heart of everything that we do, and we are committed to supporting them to go out and get good jobs.

Our research is impactful, engaged and at the frontier of practice. In the last REF (2021) 86 per cent of City research was rated as 'world-leading' 4* (40%) and 'internationally excellent' 3* (46%). St George's was ranked joint 8th in the country for research impact with 100% of impact cases judged as 'world-leading' or 'internationally excellent'. As City St George's we will seize the opportunity to carry out interdisciplinary research which will have positive impact on the world around us.

Over 175,000 former students in over 170 countries are members of the City St George's Alumni Network.

City St George's is led by Professor Sir Anthony Finkelstein.



School of Health and Medical Sciences currently offers a range of employee benefits:

Salary:

£30,378 pa, (pro-rated for part-time staff). The starting salary range for **CSG 4** is **£30,378 – £31,236** and appointment is usually made at the minimum point.

Hours:

35 hours per week which can be done flexibly in various ways or part time/job share can also be considered. Staff are expected to work the hours necessary to meet the requirements of the role and this will be dependent on the service area.

Annual leave:

30 days per annum. Plus eight UK public holidays and four days when City St George's, University of London is closed (usually between Christmas and New Year). Part time staff receive a pro rata entitlement.

Pension:

Membership of competitive pension schemes with generous employer contribution and a range of extra benefits.

Superannuation Arrangements of the University of London (SAUL)

London Pension Fund Authority (LPFA)

Universities Superannuation Scheme (USS)

National Health Services Pension Scheme (NHSPS)
(existing members only)

Flexible working

Flexible working, including part-time or reduced hours of work, opportunities to work from home for many posts, compressed hours and local flexibility in agreeing start and finish times of work.

Travel

City St George's, University of London offers an interest free season ticket loan and participates in the Cycle to Work Scheme.

Gift Aid

If you would like to make a tax-free donation to a charity of your choice, this can be arranged through our Payroll.

Sports and Leisure

Rob Lowe Sports Centre, situated on the St George's



Facilities

Healthcare NHS Trust site offers exercise facilities that can be utilised by City St George's, University of London staff.

Within walking distance from St George's is Tooting Leisure Centre. Facilities include a swimming pool, gym and various exercise classes. The Centre offers staff an all-inclusive corporate membership. For more information please contact Tooting Leisure Centre.

Shops and facilities

There are a number of shops and facilities situated on site including ATMs, student bar and shop, Pret a Manger, M&S Simply Food store, library and multi-faith room.

Informal enquiries

Informal enquiries may be made via email to: Sonia Gadhavi sgadhavi@sgul.ac.uk

Making an application

All applicants are encouraged to apply on line at <http://jobs.sgul.ac.uk> as our system is user friendly and the online application form is simple to complete. Please note that CVs only will not be accepted.

For any accessibility issues please contact hrhelp@sgul.ac.uk

Closing date: Sunday 8 March 2026

Interview date will be confirmed. As shortlisted candidates will be notified by email, it is imperative that you provide an email address that is accessed frequently.

Please quote reference: 953-26

We are delighted that you are interested in working at St George's School of Health and Medical Sciences. You will be notified of the outcome of your application by email. We aim to respond to all candidates within 5 weeks of the closing date of the vacancy.

